

August 4, 2003

WEST VIRGINIA BULLETIN NO: WV180-3-8

SUBJECT: LTP-Customer Service Toolkit (CST)

**Purpose: To announce the release of Customer Service Toolkit (CST)
version 4.1**

Expiration Date: September 30, 2003

A revised version of Customer Service Toolkit (CST) has been released for installation in Field Offices. This new version corrects several problems identified with earlier versions of toolkit. Among which are:

- 1. The Practice Schedule database is designed to work with ProTracts, the new, web-based, centralized, long-term, conservation contracting system (currently under development).**
- 2. When you run the Practice Scheduler, it automatically updates Toolkit 3.0 planning databases to the 4.1 version.**
- 3. The narrative sort now sorts in a logical order.**
- 4. The practice narrative accepts extended entries up to 2,000 characters. (The previous limit was 255 characters.)**
- 5. The Additional Practice Narrative is now saved in the customer's database so that it can be inserted into both the Plan and the Contract Excel Templates.**
- 6. The AD-1155 and AD-1156 forms now accommodate contracts up to 20 years.**
- 7. Headers are printed on all pages of the contract reports.**
- 8. The practice name and narrative now appear above the contract items.**

The enclosed CD contains User Guides for CST and a directory entitled toolkit 4.1. The Users Guides may be read directly from the CD or printed as an office reference. Copy the toolkit 4.1 directory to the S:\Service_Center\NRCS directory. Then notify the Information Technology staff to schedule a time for them to install the software upgrade.

If you have questions or need additional information, please contact Herbert Andrick, Toolkit/GIS Specialist at 284-7560.

/s/

LILLIAN V. WOODS
State Conservationist

Attachment

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Linda Cupp, Acting State IT Specialist, Morgantown, WV